

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2015-2016

Quarter: 3

PSA: 1

Provider: Legal Services of Northern California

Counties: Humboldt and Del Norte

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 2

Provider: Legal Services of Northern California

Counties: Lassen, Modoc, Shasta, Siskiyou and Trinity

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 3

Provider: Legal Services of Northern California

Counties: Butte, Colusa, Glenn, Plumas, Tehama

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 4

California Legal Services (Title III B)
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Fiscal Year: 2015-2016

Quarter: 3

Provider: Sacramento Senior Legal Services

Counties: Sacramento

Optional Success
Story(ies)/Case Summary(ies)

A woman in her late seventies contacted the hotline after suffering an injury in a slip and fall in her housing unit. A hotline volunteer attorney counseled the client about how to select a personal injury attorney and provided a referral to the local lawyer referral service, but also noticed the woman's income was unusually low. Her Social Security payment, which was her only income, was less than the SSI rate. The attorney explained the SSI program to the woman and sent her information about SSI and how to apply. If she applies and qualifies, her income will increase by nearly \$300 per month.

A man in his late eighties received notices from his Medicare managed healthcare plan stating that they would no longer pay his health care expenses alleging that Medicare notified the plan that the client's date of birth was in dispute. The client contacted the hotline for help, explaining he immigrated to the United States in the late 1940s and his date of birth was stated incorrectly on his immigration documents. This resulted in two different birthdates appearing on official records. A hotline attorney called Medicare and verified his date of birth and agreed to send the client confirmation they continue to pay claims submitted by the managed healthcare plan so the client could demonstrate to the plan that the birthdate discrepancy should not interfere with his coverage.

A woman in her seventies was a victim of identity theft. Two online retailers contacted the client to inform her that suspicious credit accounts were open under her name. She never opened those accounts and she immediately asked the retailers to close those accounts. After reporting the issue to the credit reporting bureaus, she discovered other accounts opened under her name. She filed a report with the Federal Trade Commission and a police report. She thought that she had resolved all issues regarding her credit however, a few weeks later she was contacted by one of the retailers regarding a purchase made on that same improperly opened account. She was unsuccessful in getting the charge reversed. A hotline attorney wrote to the retailer requesting that they stop all collection actions because the client was a victim of identity theft. After a discussion with the retailer's fraud investigation unit, a supervisor agreed with the hotline's assessment of the case and stopped the collection action against the client.

Optional Information on
Collaboration with Other
Advocacy Groups

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Provider: Legal Services of Northern California

Counties: Yolo

Optional Success
Story(ies)/Case Summary(ies)

Ms. F is a 71 year old blind woman living on a fixed income. She applied for a Lifeline cell phone but it was never activated. She did not have a cell phone number issued to her. At the time she applied for the cell phone, she was not informed that she would lose her Lifeline service on her land line. A year later, she received a large bill for the land line. She contacted LSNC for assistance after the service provider refused to waive the charges. LSNC staff wrote a letter to the company advising that she was not informed about the cancellation of Lifeline on her land line, nor did she activate the cell phone. LSNC requested the charges be waived. The service provider initially declined to waive the charges but LSNC intervened again and eventually the company waived the charges.

Ms. B has been receiving Medi-Cal for at least 15 years. She is on a fixed income from Social Security. She received renewal paperwork for Medi-Cal, which she completed and returned. Shortly thereafter, she received a notice of action terminating her Medi-Cal coverage. She did not know the basis for the termination. Her income and property have been consistent over the years. She contacted LSNC for assistance to ensure her continued health coverage through Medi-Cal. LSNC assisted Ms. B with requesting a state hearing and worked with County staff to determine the reason for the discontinuation. Ms. B unexpectedly had saved funds from her Social Security benefits that took her just over the Medi-Cal resource limits, but through LSNC's advocacy, the County gave her time to spend down the funds on necessities to enable her to remain eligible for Medi-Cal.

Optional Information on
Collaboration with Other
Advocacy Groups

LSNC staff holds office hours at the following locations: Esparto: 1st Thursday of the month, every other month at RISE; West Sacramento: 1st Thursday of the month at the Senior Center; Knights Landing: As needed, 1st Monday of the month at the Center for Families; Winters: 1st Thursday of the month, every other month at RISE; Davis on the 1st Monday of the month at Grace in Action (housed at the United Methodist Church).

In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, HHSA, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration Subcommittee attended by Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Health and Human Services, Veteran's Services, and representatives from the three Senior Centers. LSNC is also participating in planning meetings for the Yolo County ADRC and the Yolo Center for Aging.

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Provider: Legal Services of Northern California

Counties: Nevada, Placer, Sierra

Optional Success
Story(ies)/Case Summary(ies)

March 2016

Assisted a very-low income bilingual widow with transitioning to affordable housing. Her existing landlady attempted to charge client an extra month rent and did not account for Client's security deposit. This would have prevented client from moving to affordable housing. LSNC assisted with communicated with the landlady and was able to resolve the matter in client's favor.

A low-income senior was assisted by a private attorney and obtained a one-time only monetary award. The award was not enough to sustain the client for the remainder of his life span. The private attorney did not assist the client with his public benefits questions and client feared he would lose his health insurance and SSI forever. LSNC assisted client with a plan for using his award for necessary and unpaid expenses and repairs in a timely manner such that his MediCal and SSI would be reinstated.

Optional Information on
Collaboration with Other
Advocacy Groups

January 2016

Collaboration with Placer Multi-disciplinary team to maintain appropriate shelter for a couple unable to return home due to their extensive medical and social service needs.

Collaboration with Placer Adult Protective Services and public health nurse regarding tenancy of an elderly disabled tenant and her caregiver.

February 2016

Collaboration with Placer County Multi-disciplinary team to prevent eviction of an elderly couple from a residential care facility for the elderly.

Collaboration with Placer mental health services agency to prevent eviction of an elderly disabled tenant.

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Provider: Yuba Sutter Legal Center

Counties: Sutter and Yuba Counties

Optional Success
Story(ies)/Case Summary(ies)

Legal assistance hours for the quarter include 256.00 for Sutter County and 202.25 for Yuba County (458.25 total). Legal representation hours include 10.25 for Sutter County and 31.50 for Yuba County (41.75 total). Grand total of service units for the 3rd quarter of FY 15/16 total 500.00 hours.

The community education activities were three for Sutter County with 6.50 hours and four for Yuba County with 9.50 hours (16.00 total).

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 5

Provider: Legal Aid of the North Bay

Counties: Marin County

Optional Success
Story(ies)/Case Summary(ies)

In 2011 two pro bono attorneys agreed to take on a case where a 59 year old woman and her senior husband faced foreclosure by a large bank. The bank failed to honor its modification agreement, and tried to foreclose. The pro bono attorneys sued for declaratory relief to obtain an order providing the original modification terms on the loan. This case settled in December 2015, and the two attorneys reported over 500 hours on the case in February 2016. The clients successfully obtained the requested modification and were able to keep their home

Optional Information on
Collaboration with Other
Advocacy Groups

On February 1, 2016, Assistant District Attorney Nicole Pantaleo met with Legal Aid of Marin attorneys and advocates to discuss the DA's program to combat financial abuses in the county.

PSA: 6

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Provider: La Raza Centro Legal, Inc.

Counties: City & County of San Francisco, CA

Optional Success
Story(ies)/Case Summary(ies)

January Client: An Spanish-speaking client came to our clinic looking for assistance regarding a case of fraudulent charges on his Macy's credit card in the amount of \$8,418.83 made while he was visiting his family in Mexico. We contacted the fraud department at Macy's and filed a complaint based on fraud and misuse of a credit card by an unauthorized third party. Macy's conducted an investigation and concluded that our client was not at fault, removed the illegal charges and adjusted the balance to the actual purchases made by the client.

February Client: A monolingual Spanish-speaking senior received a notice of overpayment from the SSI program. The administration claimed that our client received \$15,450.00 in excess due to some Casino winnings. Because of this situation, the benefits were also suspended so our client found himself with no money to pay for rent and his necessities. We requested the reinstatement of the benefit effective immediately and claimed that the Casino earnings and we requested the overpayment to be waived. They Social Security Administration reinstated the benefit as we requested and waived the total amount due in the notice of overpayment.

Optional Information on
Collaboration with Other
Advocacy Groups

During this past quarter we were able to set a presentation at OMI Seniors Center in the Ingleside neighborhood of San Francisco, focused on public benefits and housing issues, in one of the hardest hit neighborhoods of San Francisco for the housing crisis.

We keep participating actively at the Latino Partnership with monthly meetings at the 30th Street Senior Center where we share point of views and talk about common issues.

Finally, we collaborate actively with the Legal Aid Association of California, Senior Law Chapter in both the Steering Committee and the Languages Access Committee. Our goal is to provide our input in sensitive and crucial legal issues of interest for seniors.

Provider: Legal Assistance to the Elderly

Counties: San Francisco

Optional Success
Story(ies)/Case Summary(ies)

Client is a very low income, disabled, 80 year old Hispanic woman, who is a long-term tenant in a rent controlled apartment in the Mission District. Her landlord attempted to evict her, alleging that she was a nuisance, due to the clutter in her apartment. We represented her and negotiated a settlement which allowed her to stay, provided she cleaned up the unit.

Optional Information on
Collaboration with Other
Advocacy Groups

We have been working with the San Francisco Long-Term Care Ombudsman program for decades. They routinely refer residents to us for advice and representation. We refer elders and family members to them for advice and advocacy. A memorandum of understanding between the two entities formally recognizes this relationship.

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Provider: Asian Americans Advancing Justice - Asian Law Center **Counties: San Francisco**

Optional Success
Story(ies)/Case Summary(ies)

Client B came to our clinic as a referral from Self Help for the Elderly. She had also been working with Adult Protective Services. Client B had been living with her boyfriend for about year; she paid rent to him and they both lived in the same unit. Client B suspected her boyfriend was an alcoholic, and claimed physical and verbal abuse. She called the police at least once, and her boyfriend was arrested at least once. After several incidents, her boyfriend and his family then attempted to evict her illegally at least once and perhaps twice; one time, all of her possessions were placed in the street, but she was able to re-enter her unit with the help of police. Her boyfriend then attempted to sue her for eviction, claiming she was not a tenant.

While APS and SHE helped Client B with a new housing search, our legal team helped Client B with her case. We prepared discovery, helped Client B respond to discovery from the Plaintiff, and also prepared a Motion for Summary Judgment, claiming that because she was a tenant, she was subject to all of the protections under the San Francisco Rent Ordinance. The day of trial, the judge denied the motion, and indicated the case would move to a trial. During pre-trial motions, we submitted several motions in limine to include evidence of these past illegal evictions, allegations of domestic abuse, and other documents which would prove she was a tenant. Given this evidence, the boyfriend agreed to a settlement, without a trial, in which our client was given three months to move, her rent for approximately five months to be waived, and that he would pay her \$1500 upon her moving out. Further, he would not be allowed to provide any disparaging information regarding her tenancy to prospective landlords, and he would have to provide written notice in advance before attempting to re-enter the premises while Client B still lived there.

Client B was able to use this time to find new housing, and successfully transitioned into new, safer housing.

Optional Information on
Collaboration with Other
Advocacy Groups

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Provider: Nihonmachi Legal Outreach dba API Legal Outreach **Counties: San Francisco**

Optional Success
Story(ies)/Case Summary(ies)

Our elderly, monolingual Mandarin-speaking client was referred to us from another community based organization. She had suffered over a year of physical, emotional and sexual domestic violence, especially during her 3-month marriage. The legal action initiated with the opposition party (OPP), an elderly Caucasian male, filing for dissolution or nullity of marriage with legal representation. Simultaneous to filing a timely Response, we worked with Client to draft a thorough declaration and filed for her domestic violence restraining order (DVRO). Within a few days, OPP counter-filed for DVRO. Client's TRO was granted, while OPP's TRO was denied. At the initial hearing, Client's TRO was re-issued for 3 months, as the opposing counsel (OPC) set the matter for an evidentiary hearing. During this time, OPC and APILO developed a cordial working relationship and began negotiating the terms of a global settlement. Shortly before initiation of discovery from OPC, we settled and Client also received a non-CLETS restraining order against OPP, with the specific terms of the CLETS stay away/no harass/no contact orders written into the Marital Settlement Agreement. We filed the MSA and uncontested disso documents with the Court and received a Judgment with a marital status ending date. Client was very happy with the timely disso, as it provided her closure. Securing her maiden name back also allowed client to regain eligibility for public benefits and subsidized housing in SF. Client looked much healthier and rejuvenated when she picked up her final spousal support payment and her final judgment packet.

Optional Information on
Collaboration with Other
Advocacy Groups

As mentioned in previous reports, we continue to be active members on the San Francisco LTCCC that advises the Mayor on issues surrounding services for elders and adults with disabilities in the city.

We also continue to work with the Family Violence Council and Department on the Status of Women around issues of Elder Abuse. As a founding, active member, we meet with other community based agencies, the DA's office, Victim Witness services, and Adult Protective Services, sharing best practices and ways to better serve limited English-speaking elders and people with disabilities.

PSA: 7

Provider: Contra Costa Senior Legal Services

Counties: Contra Costa

Optional Success
Story(ies)/Case Summary(ies)

A 79 year-old Pittsburg client lives in public housing with her wheelchair-bound disabled son. Since 2012, she has been asking for repairs to a ramp that was unsafe so that she and her son could enter and leave the house safely. She consulted with a staff attorney at CCSLS who intervened on her behalf and we were recently informed that a new, safe ramp has been installed.

Optional Information on
Collaboration with Other
Advocacy Groups

CCSLS is collaborating with other senior providers to create an integrated system to address Elder Abuse. Among the groups participating are the DA's office, F JC, AAA, Ombudsman's Office, SOS/MOW, etc.

PSA: 8

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Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

Optional Success
Story(ies)/Case Summary(ies)

Case Story 1: Health

In early March, the case manager from a local assisted living facility reached out to Legal Aid on behalf of one of their senior residents. For nine months, the client was "in queue" for the County to process her request for the Medi-Cal Board and Care deduction. The Client incorrectly had been assessed a Medi-Cal share of cost of \$748, despite the fact that she was spending virtually all of her income on the Residential Care Facility for the Elderly (RCFE). The Legal Aid attorney immediately stepped in to negotiate with the County on behalf of the client. Legal Aid was successful in getting the Client's deduction processed expeditiously. The Client now qualifies for free, full scope Medi-Cal retroactive to the date she began residing in the RCFE.

Case Story 2: Elder Abuse

Mr. Lis a disabled Spanish-speaking senior who recently had a stroke that left him wheelchair bound and dependent on his family for his daily care needs. He was referred to Legal Aid by his Aging and Adult Services Social Worker. Mr. L was being abused by his adult son, who lived with him. Also living in the home and subjected to abuse were Mr. L's wife and his minor daughter. The son physically, verbally, and mentally abused Mr. L, his wife, and his daughter. Mr. L's son was living off Mr. L, without contributing to the household expenses in any way. The Legal Aid attorney secured an Elder and Dependent Adult Abuse Restraining Order with an immediate move-out provision against Mr. L's son, which extended the protections of the order to Mr. L's wife and minor daughter. Mr. L, his wife, and his daughter, are now protected from Mr. L's son.

Case Story 3: Consumer

A door-to-door salesman sold Mr. Z, a Spanish-speaking senior, a solar panel installation for \$10,000. He was then pressured into signing a financing contract that would have cost him over \$40,000 by the time he finished paying for it. He did not realize the amount of the contract until the bills started coming in the mail. Legal Aid wrote a demand letter to the dealer pointing out various contract deficiencies. After a series of negotiations, the dealer agreed to pay off most of the loan so that Mr. Z's cost was close to the \$10,000 he thought he had agreed to pay.

Optional Information on
Collaboration with Other
Advocacy Groups

Participated in an outreach event sponsored by HICAP to provide more information on Medicare Part A and the QMB Program. Working with Justice in Aging and Western Center on Law & Poverty to encourage legislation that would require California to participate in a Medicare Buy-In option under Medi-Cal.

Provided a training on the Medi-Cal Board and Care deduction to the Cal MediConnect Advisory Committee.

Trained the Stanford Health Advocacy and Research in the Emergency Department (SHARED) program on senior legal issues and provided an overview of Legal Aid's services.

Looking to partner with Alzheimer's Association with the Dementia Safety Net Program to offer legal services such as simple wills and Advanced Health Care Directives.

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Participated in a senior scams event. Serve as member of EDAPT advisory committee and Cal Mediconnect Advisory Committee; participate in Commission on Aging, Adult Prevention Committee Meetings. Met with County regarding the severely delayed and backlogged Medi-Cal cases.

PSA: 9

Provider: Legal Assistance for Seniors

Counties: Alameda

Optional Success
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors helped a 65 year old Legal Permanent Resident renew her green card. Ms. S came to LAS because her green card had expired. Ms. S feared that she would lose her part-time job if she could not provide her employer with a valid green card.
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Prior to contacting LAS, Ms. S had attempted to file for a renewal on her own. However, her application was returned because her fee waiver request was rejected. LAS reviewed her paperwork and discovered that U.S. Citizenship and Immigration Services misread her tax returns and attributed a threshold income figure as her actual income. LAS assisted Ms. S in resubmitting her application and fee waiver request with clarification regarding her actual income. Ms. S' fee waiver request was granted and Ms. S received her new green card in late January 2016.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.
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PSA: 10

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Provider: Senior Adults Legal Assistance (SALA)

Counties: Santa Clara County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services
For the 3rd quarter of 2015-16, SALA provided on-site legal service intake appointments at 23 senior centers or sites in Santa Clara County. These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center (San Jose), Seven Trees Center (San Jose) Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

PSA: 11

Provider: Council for the Spanish Speaking

Counties: San Joaquin

Optional Success
Story(ies)/Case Summary(ies)

This month, I was able to help a senior client from Lathrop, CA. His issue was that he was a French citizen and he received a monthly retirement pension from France. Every year he has to submit a certificate of existence to confirm he is still living. He was worried, because he was not able to get an appointment with the French Consulate in San Francisco until April, and the form was due by the end of the month.
He had mentioned that he had reached out to the Lathrop City Attorney and the Mayor of Lathrop, but was not successful this year. I reached out to Mr. Salvador Navarrete, City of Lathrop Attorney. Mr. Navarrete replied right away and followed up the Mayor of Lathrop to get the form signed with the city seal. The client followed up with me and informed me that the form was signed and sent to France. It was a great feeling to help him on this issue.
On January 12, 2016, I was able to attend the SJ C Family Justice Center Strategic Planning. We focused on the initial planning stages of the new San Joaquin Family Justice Center. I felt really honored to be able to participate and being able to advocate for the senior and disabled population. It was a great learning experience.

Optional Information on
Collaboration with Other
Advocacy Groups

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PSA: 12

Provider: Catholic Charities

Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu

Optional Success
Story(ies)/Case Summary(ies)

None

Optional Information on
Collaboration with Other
Advocacy Groups

The Legal Dept has worked closely with the LTC Ombudsman on a number of issues that have pertained to residents in nursing facilities.

PSA: 13

Provider: Senior Citizens Legal Services

Counties: Santa Cruz County & San Benito County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

SCLS Executive Director/ Directing Attorney training Ombudsman volunteers regarding what SCLS does in specific legal situations and options for clients in Skilled Nursing Facilities. The training was for 1.5 hour and there were 6 participants (five volunteers and 1 staff Omb11dsman).

PSA: 14

Provider: Central California Legal Services, Inc

Counties: Fresno & Madera

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 15

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Provider: Central California Legal Services, Inc.

Counties: Kings

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

In March, two CCLS attorneys attended an event sponsored by the California Coalition on Rural Housing on financial elder abuse. There, the attorneys collaborated on financial elder abuse with advocates from organizations such as the public guardian's office/APS, Keep Your Home California, CSET, and the Coalition on Rural Housing.

Provider: Central California Legal Services, Inc.

Counties: Tulare

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Senior client, who was predominately Spanish-speaking, sought assistance with defending against a collections lawsuit by a creditor. The attorney represented the client through trial, preserving his rights and defenses.

In March, two CCLS attorneys attended an event sponsored by the California Coalition on Rural Housing on financial elder abuse. There, the attorneys collaborated on financial elder abuse with advocates from organizations such as the public guardian's office/APS, Keep Your Home California, CSET, and the Coalition on Rural Housing.

PSA: 16

Provider: California Indian Legal Services

Counties: Inyo & Mono

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

As we continue to shift the focus of our services towards more legal and community education including referrals, we are currently planning to host two community education presentations at two separate senior centers in the community for the upcoming quarter and have finished developing the following pro-se materials:

Power of Attorney (POA) – Self-Help Packet
Durable Power of Attorney (DPOA)
Revocation of POA
Advance Health Care Directive – Self-Help Packet
Debt and Credit Issues for Seniors

PSA: 17

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Provider: Senior Legal Services Project

Counties: San Luis Obispo

Optional Success
Story(ies)/Case Summary(ies)

SLSP was able to help an elderly woman who was rendered homeless when the County red-tagged her home. A volunteer attorney helped the client work with County Code Enforcement to get the client back in her home.

Optional Information on
Collaboration with Other
Advocacy Groups

- Legal Aid Association of California – 01/05/16 – Planning Committee conference call
- Project Director attended Domestic Violence Task Force committee meeting in January and in March
- Directing Attorney attended the Adult Services Policy Council meeting 02/05/16
- Directing Attorney met with the Long Term Care Ombudsman for SLO County to discuss collaboration
- Project Administrative Assistant attended the Court Community meeting regarding self-represented litigants.

PSA: 18

Provider: Grey Law of Ventura

Counties: Ventura

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 19

Provider: Bet Tzedek

Counties: Los Angeles County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 20

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Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

Optional Success
Story(ies)/Case Summary(ies)

Case #1: 15E-8007821

The County of San Bernardino determined that ICLS's client had a Share of Cost (SOC) in excess of \$1,000. Previously, the client's SOC had been zero. The increase was because the client was now receiving \$1,139 from the Veteran's Administration. The ICLS advocate advised the client to file for a state hearing. She would be able to receive Aid paid pending until the SOC issue was resolved. ICLS reviewed the letter from the Veteran's Administration and determined that \$430 of the Veterans Benefits was for Aid and Attendance. This money is exempt.

Prior to the hearing, the client, who is right handed, fell and injured her right arm. The VA reevaluated her Aid and Attendance and determined that the entire \$1,139 VA Benefits was to be used as Aid and Attendance because the client had no use of her right arm and her health was declining due to congestive heart failure. The ICLS advocate obtained a new letter from the VA indicating the client's VA Benefits were now all Aid and Attendance. The ICLS advocate then negotiated with the County and obtained an agreement that stated that the client would now have a zero SOC.

Case #2: 16E-7001414

A 71 year old divorced senior requested ICLS assistance in having one of her sons evicted from her home. Both sons lived with her; one was hardworking, pays rent and helps with household expenses. The other son is unemployed. When he lost his job due to a DUI the client agreed to help him and allowed him and her grandson to move in with her until he got a job. After a year he is still not working and refuses to look for work. The grandson is very disrespectful and doesn't obey the client, he causes trouble and problems between the client and her son and her son always takes her grandson's side and refuses to discipline him. The client has called the police on several occasions because of arguments she had had with her son regarding her grandson and because the grandson has run away several times.

The client wants them both out of her home but wants to do it correctly. The ICLS advocate advised the client that she would have to serve both her son and grandson with a 30 Day Notice to Terminate Tenancy even though they have lived in her home for over a year. There was no written or verbal agreement. If after 30 days they do not move out, she will need to file an Unlawful Detainer lawsuit against her son and have him served. The advocate also advised the client that because her grandson is a minor he could not be named on the notice or the lawsuit, but he would still be included.

The advocate prepared the 30 Day Notice to Terminate Tenancy for the client and provided her with instructions on how to serve the notice. She also informed the client that if after 30 days they have not moved out, ICLS will assist her in preparing Unlawful Detainer documents to file with the court. The client was further advised that she should be eligible for a Fee Waiver and would not have to pay the court to file the UD documents. Additionally, she was informed that her son would have 5 days from the date he is served to file a response with the court and the court would then schedule a hearing. If her son does not respond, she will win and be able to obtain a Writ of Possession to have her son and grandson evicted by the sheriff if they still have not moved. The client was very grateful for the help she

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received form ICLS, who has helped her in the past.

Case #3: 16E-7000662

A 74 year old widow who had never used ICLS services in the past contacted ICLS for assistance in regard to her son who has been pressuring her to transfer title of a second home that he was living in rent free over to him. According to the client, the Living Trust that she and her husband created states that their son is to be allowed to live in the home. When her spouse passed away, her son began pressuring her to transfer the title, but she is concerned that he will lose the home. He is not employed and owes child support. The advocate advised the client that that if she transfers the title and if he does owe child support it is very likely that he would lose the home. In discussing the client's issue with the managing attorney, it was decided that the advocate should advise the client that she should consult with an Estate Planning attorney to see if the Living Trust could be converted to an Irrevocable Trust. This way she could provide proof to her son that it was impossible for her to transfer title to him. Because the advocate was unable to reach the client directly, she sent a letter to the client providing this additional advice.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 21

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Fiscal Year: 2015-2016

Quarter: 3

Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

Optional Success
Story(ies)/Case Summary(ies)

Case #1: ISE-2007488

The client contacted ICLS through the Riverside office Senior Telephone Line wanting help with preparing a Will. An appointment was made at one of the client outreach centers. When the ICLS advocate met with the client he stated that he had questions and concerns about his home. He and his wife want to prepare a simple Will. There are four children and they would like to leave their assets to each other, and subsequent, to the four children should one spouse die or die within 30 days of the other. The client shared his concern that one daughter is a joint tenant on the home. The wife is not on title. The client wanted to understand where this leaves his wife and the other children in regard to inheriting.

The advocate advised the client that the deed does supersede the Will wishes. After some discussion, the client thought that the daughter cited as the joint tenant would certainly give up her ownership. The advocate prepared a Quit Claim Deed so that the daughter could sign-off and have her signature notarized. After such time, the Quit Claim Deed must be filed and recorded with the Riverside County Recorder's Office. The advocate also prepared a new Deed; whereby the client could give his sole and separate property to his wife jointly with him as husband and wife. This document will require his notarized signature and them be filed and recorded with the Riverside County Recorder's Office. Also prepared for the client was a Preliminary Change of Ownership for the client to take to the Riverside County Assessor's Office so that there would be an understanding that the property would not be reassessed. The client and his spouse will prepare a California Statutory Will. They will now be able to leave the home to each other and subsequently divided between the four children equally should both client and spouse be deceased.

Case #2: 16E-400598

An TCLS advocate was able to inform a 78 year old disabled client about his rights to receive some

governmental benefits including Cal-Fresh and In Home Supportive Services (IHSS). The advocate explained to him how his income, assets, living arrangements and marital status affect his eligibility for governmental benefits. The advocate reviewed and explained to the client his Social Security Administration (SSA) Notices because he was confused about the denial of his SSI Old Age application. He now has the necessary information to make an educated decision regarding the changes he needs to make in his living arrangements. If he decides to return to living with his wife of 58 years his SSI benefits will be calculated based on both incomes. If he decides to stay living with his daughter he would be able at least to receive Cal-Fresh and IHSS benefits. Case #3: 14E-2009715

An ICLS client's husband is in nursing care. They both receive Medi-Cal and their share of costs (SOC) was determined to be \$2,200 per month. The client was not able to afford this and tried to bring her husband home to care for but he is a very large man (6'4" and built big) while she is 5' and weighs 90 pounds. After a month she had to resubmit him to the nursing home. The ICLS advocate represented the client and requested a hearing and review of the Department of Public Social Services (DPSS) calculations. The advocate was successful in getting the client's SOC correctly calculated and it was reduced to \$1,700 per month. The advocate also had the client gather all of her old medical bills, including the unpaid SOC bills from the nursing home, and they were submitted to DPSS to meet her

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Quarter: 3

future SOC. It took requesting a hearing and then, after going back and forth for a year, the county finally took action and paid the nursing home \$17,000. The client has been shown how to take her unpaid SOC bills and every 3 months to submit them to DPSS. The advocate further advised the client that if the nursing home tried to evict her husband to contact ICLS. (The advocate had researched the issue and found that while failure to pay is a cause, however a compatible home must be found, etc.) The advocate also helped the client prepare and submit applications for both she and her husband for continuing Medi-Cal from October 2014 through October 2015. This case is a typical example of what seniors go through when the county determines that there is a SOC if the income is even just one dollar over the \$1,400 limit for Medi-Cal with no SOC. The SOC can be anything from \$500 to \$3,000 and is a deductible the client must meet each month before Medi-Cal will pay. If someone is hospitalized and has a \$50,000 bill, the person only needs to pay their SOC and Medi-Cal will pay the remainder of the entire medical bill, however, with seniors who may need to go to the doctor monthly, fill prescriptions monthly, get x-rays, small procedures, etc. monthly they must always pay out-of-pocket due to their SOC, so while this is great coverage to avoid a big hospital bill but on a monthly basis it is the same as

having no coverage at all due to the deductible/SOC the senior must meet each month.

Case #4: 16E-2000079

ICLS's client had her Social Security Disability Insurance (SSDI) monthly amount reduced. The reason she was given was that she had an alternate pension plan through Los Angeles County. The client had participated in the Los Angeles County pension plan. She had worked full time and later became a part time employee. The question she came to ICLS with was "did the Social Security Administration (SSA) correctly calculate her benefits?" The ICLS advocate and client met with a SSA representative that assured them that the correct calculations had been made. A request for reconsideration was made anyway. The client will wait for that decision and then decide if she wants to appeal further.

The client also told the ICLS advocate that she had been overpaid because of an original miscalculation. She had paid back almost \$4,000. At the time of the visit to SSA the amount had not yet been credited to her account. SSA took notice and told the client that the amount would be credited forthwith. The original letter had instructed the client to make her payments to the Falls Church SSA address. The representative from the Riverside SSA office told her that the check should have been sent to the client's local office. The client, who followed the instructions she had been given, was not immediately credited and is then given different instructions. While this particular issue has been taken care of, the advocate perceives this as a "run around".

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 22

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Provider: Legal Aid Society of Orange County

Counties: Orange

Optional Success
Story(ies)/Case Summary(ies)

We represented an elderly Vietnamese person who served as the representative payee for her husband for his SSI benefits, which had been terminated due to alleged excess resources above the \$2,000 limit. He was also notified that he had been overpaid \$23,000 dollars and Social Security asked him to repay this amount. We were able to show that the client is eligible for SSI benefits and Social Security agreed to start paying him SSI benefits again. We are waiting for a decision as to whether the client was overpaid benefits.

Optional Information on
Collaboration with Other
Advocacy Groups

We recently worked with Adult Protective Services (APS) to help a 99 year old client who was being evicted from her home, following a foreclosure. The client lived with her adult daughter who is disabled. The lender had foreclosed on the property and had already obtained a judgment for eviction when the client came to see us. Working with counsel for the lender and APS, we were able to obtain placement in an assisted living facility a few days prior to the move out date.

PSA: 23

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2015-2016

Quarter: 3

Provider: Elder Law & Advocacy

Counties: San Diego

Optional Success
Story(ies)/Case Summary(ies)

Story 1:

Our client, a 70 year old, low income, medically fragile, disabled veteran was admitted to a Section 8 housing assistance program in June 2012. Before he was able to follow through with submitting paperwork and other information, he suffered a debilitating stroke and spent the next year in hospitals and nursing facilities. He went to the local housing authority to reinstate his account in November 2015. He received no follow-up response. At the end of January 2016, the Elder Law & Advocacy staff attorney wrote a letter to the housing authority which explained the client's circumstances and requested a written response. In mid-February 2016, client received an administrative decision stating that client was returned to the Section 8 waiting list, with a backdated wait time to May 21, 2003, the date that he originally applied. Our client was very satisfied with the help he received from Elder Law & Advocacy.

Story 2:

Our client, who is an 84- year-old, low income widow who lives alone and is also disabled, has a home alarm with a monitoring service. In 2013, shortly before her initial three-year-term was about to expire, she was visited by a sales representative from another monitoring company. When the representative came to her home, client assumed that he was actually with her current monitoring company. The client expressed her concern to the representative that should she no longer afford to pay the monitoring fees, could she cancel the contract? The representative assured her that she could cancel under those circumstances.

In 2015, client's husband died which caused a significant financial hardship for her. She called the monitoring company that had her most recent contract to cancel and when she received no response, she sent them a letter to cancel the service. She also put a stop on the automatic payment to her credit card.

After she put a stop on the automatic payments, she began to receive harassing telephone calls from the monitoring company regarding the delinquent monitoring payments. Client was finding the stress from the recent loss of her husband and the harassing telephone calls to be unbearable.

The Elder Law & Advocacy attorney wrote a letter to the monitoring company explaining that when client signed the contract, she had received verbal assurances from their representative that she could cancel if the monitoring fees became a financial hardship. The attorney also informed the monitoring company that their harassing telephone calls were causing emotional distress to client and for them to cease and desist calling.

In response to the attorney's letter, the monitoring company canceled the alarm service and credited client's account for the outstanding balance. The company also stopped efforts to collect payments. Our client was greatly relieved and very appreciative for the help she received from Elder Law & Advocacy.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

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Provider: Elder Law & Advocacy

Counties: Imperial

Optional Success
Story(ies)/Case Summary(ies)

Story 1:

Our 71 year old, low-income, monolingual Spanish-speaking, frail, disabled client, who lives in a rural area of Imperial County had been receiving Section 8 rental assistance for several years. He recently attempted to add his wife and adopted daughter (biologically his granddaughter) onto his rental agreement and housing voucher. A manager from the housing authority refused to take our client's evidence showing he legally adopted his granddaughter. The manager told him that she couldn't accept the adoption order and amended birth certificate for the minor because the documents were from Mexico. The client had an appointment scheduled with the housing authority manager later in the week. Prior to client's meeting, Elder Law & Advocacy's staff attorney drafted a letter to the housing authority, advising them of federal and state housing discrimination laws which protect tenants from discriminatory practices based on race, national origin, and familial status. After the housing authority received the letter, our client reported he was successful in adding his family members onto his rental agreement without further issues and was grateful for the assistance he received.

Story 2:

Our 63 year old low income, limited English speaking, minority client lived with her spouse in an un-permitted guest house in a rural area. The landlord lived in the main house on the same property. An electrical shortage occurred at the property due to faulty wiring, causing our client's microwave and television to completely stop functioning. Client and her spouse live on a very limited budget and were unable to afford to replace these items.

Elder law & Advocacy's staff attorney educated the client about a landlord's habitability responsibilities under California law. The staff attorney wrote a letter on behalf of the client requesting that repairs were completed properly and that he compensate the clients for the damaged items. The landlord offered a lesser amount for the damaged items and served an eviction notice in retaliation for exercising her rights as a tenant.

Our client was referred to a mediation service and the two parties were able to successfully resolve all issues. Without Elder law & Advocacy's involvement and direction, client and her spouse would most likely have had to defend against an eviction proceeding.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 25

California Legal Services (Title III B)
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Provider: Bet Tzedek

Counties: Los Angeles County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 26

Provider: Legal Services of Northern California

Counties: Mendocino and Lake

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 27

Provider: Legal Aid of Sonoma County

Counties: Sonoma

Optional Success
Story(ies)/Case Summary(ies)

Helen is 88 years old. She lives on a large rural property. She is quite isolated and often alone. Her adult son has multiple psychological issues; as a result, she and he were estranged for over 20 years. A short while ago he relocated from San Rafael to Santa Rosa. This allowed him to escalate his efforts to get money from Helen. He threatened her and frequently showed up unannounced at her house. Helen was so frightened of what he might do, that it started to affect her health. All she wanted to do was live in peace.

Legal Aid intervened, preparing a restraining order petition and helping make sure the son was served. The Court granted the protective order requiring Helen's son to stay away and cease and desist efforts to financially exploit Helen. Helen can now rest assured that even if he comes around, the police will enforce the order. She feels he will no longer disturb her and she can live in her home without fear.

Optional Information on
Collaboration with Other
Advocacy Groups

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PSA: 28

Provider: Bay Area Legal Aid

Counties: Napa

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Provider: Legal Services of Northern California

Counties: Solano County

Optional Success
Story(ies)/Case Summary(ies)

1. Mr. D came to our office because his landlord was increasing his rent. Due to this rent increase, Mr. D was unable to pay off his credit card debt. Mr. D was on a fixed-income and living off less than \$1000 per month. Mr. D was worried his credit card company would be able to take his SSI check and then he would be unable to pay his rent. Our office advised Mr. D on debt collection laws and advised him that the credit card collection agency would not be able to garnish his SSI check to collect the debt. Our office drafted debt verification and cease communication letter to Mr. D's collection agency. Mr. D was then able to focus on paying his rent and maintaining his housing.

2. Mr. C received a notice from Solano County stating that his CaiFresh benefits would be reduced. The County stated that Mr. C was over income but Mr. Chad proof that he was no longer receiving the income being counted. Our office advised Mr. C on his appeal rights and assisted him in filling out the request for a state fair hearing. Mr. C was able to file for a hearing in time to receive Aid Paid Pending and avoid any reduction in benefits.

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration with Senior Legal Hotline and Ombudsman programs. Continued participation with community groups including: Solano Senior Coalition and Vallejo Senior Roundtable.

PSA: 29

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Provider: Senior Legal Services

Counties: El Dorado County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 30

Provider: Dor v' Dor Senior Advocacy Network

Counties: Stanislaus

Optional Success
Story(ies)/Case Summary(ies)

Our Executive Director Joyce Gandelman received an "Outstanding Woman of the Year" award from the Stanislaus Commission on Aging. The award was presented on March 12, 2016.

Reached a settlement in a restraining order case by a grandmother against her developmentally disabled grand daughter which protected the grandmother.

Obtained a life insurance pay out for a widow from her deceased husband's policy. She had been trying to obtain the proceeds for 6 months and we were able to get it for her.

Obtained a preliminary distribution from a trust for a client to enable him to purchase a new car. The Trust was not set to distribute for many years.

Helped a wife caring for her Veteran husband who suffered from severe dementia. We directed her to the VA service center for Aid & Attendance which will allow the husband to stay in his home. She was very happy.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to work closely with the Ombudsman office and APS on elder abuse cases occurring in assisted and skilled nursing facilities.

We have collaborated with the District Attorney's office, Catholic Charities and APS in applying for a grant for Elder Abuse clients. We should hear about the grant in a few weeks.

Still trying to get approval as Representative Payee Organization. Will enlist the help of Congressman Denham for concerns.

PSA: 31

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Provider: Central California Legal Services

Counties: Merced

Optional Success
Story(ies)/Case Summary(ies)

January 2016
CCLS Case No.: 13E-3011712: HOME LOAN/FORECLOSURE
CCLS Attorney met with Client, a 65 year old Los Banos man at a California Attorney General educational workshop hosted at the Los Banos Community Center. Client had attempted to apply for a loan modification and was denied and/or unsuccessful in obtaining a "complete" application capable of review. At such time client was in default and advised by his bank that his loan was to be referred to foreclosure department any day. Attorney assisted client in applying for a loan modification, and additional relief under the Keep Your Home California program. As a result, Client's monthly mortgage payments were reduced from \$1,373.30 with adjustable interest rate to \$747.56 with max interest rate of 3.8750%.

CCLS Case No.: 13E-1012780:
CCLS was contacted by Client, a 61 year old Merced man with limited-English proficiency. His home was scheduled to be sold at foreclosure on the day he contacted us. Client told CCLS that he was in the middle of the review process of his application for a loan modification. Because this, if true, would be a violation of the California Homeowner Bill of Rights, Attorney contacted Client's lender. The lender then agreed to postpone the foreclosure sale pending its review of Client's application. Attorney reviewed, revised, and resubmitted Client's application. As a result, client obtained a loan modification that prevented foreclosure, took his loan out of default, and brought his account current.

February 2016
CCLS Case No.: 16E-3000878: OTHER INDIVIDUAL RIGHTS
CCLS was contacted by Client, an 89 year old Atwater woman residing in a nearby Convalescent Hospital. Client reported that she wanted to be released from the facility. Attorney visited Client on-site to discuss her wishes. Her doctor had ordered that she undergo rehabilitation after taking a fall. While Client wanted to leave the facility and return home, it became clear that this was not practical. Client had previously lived alone, and could not carry out basic living activities unassisted after her injuries. With Client's consent, Attorney held a conference with client and her closest friend and caregiver. After a full and frank discussion of Client's medical condition and treatment plan with her friend, she agreed to remain at the facility per the instructions of her doctor. After further discussion alone with Attorney, Client agreed to name her close friend and caregiver as her agent for financial and health matters. Attorney prepared necessary documents, and had Client sign them after examination by the Merced LTC Ombudsman.

March 2016
CCLS Case No. 16E-3000032: LANDLORD/TENANT
CCLS was contacted by Client, a 62-year-old Delhi woman, who walked into the Merced office with an unlawful detainer (eviction) lawsuit. Per the documents, client only had one more day to respond to the lawsuit in order to avoid losing her housing by default. Client was also in the process of applying for a

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subsidized housing voucher under Section 8. Client would become ineligible for the subsidized housing program if she had an eviction on her record. While interviewing Client, Attorney noticed discrepancies between the eviction notice and Client's recollection of what she paid. Attorney agreed to represent client in court, subpoenaed the landlord for testimony at trial, and propounded written discovery requests. Attorney learned from the responses that there was a significant discrepancy between the rents received as reflected in the landlord's own ledger, and the amount shown owing on his eviction notice to Client.

On the basis of this discrepancy, Attorney brought a pre-trial motion to dismiss the eviction lawsuit. CCLS Attorney met outside the courtroom with the landlord's attorney in the minutes before the motion was to be heard, and negotiated a settlement where Client would forfeit her security deposit and move out of the unit on a specified date, and landlord would release Client from having to pay any of her past due rent and dismiss the eviction lawsuit against her. Client since moved into a new unit after her Section 8 voucher was approved, the lawsuit against her was dismissed, and the record sealed. Because of CCLS Attorney's efforts, Client avoided over \$1500 of delinquent rent and fees and an adverse credit notation, preserved her subsidized housing, and obtained two rent-free months of housing after receiving her eviction notice.

CCLS Case Nos. 15E-1010167, 16E-3001665: ELDER ABUSE/NEGLECT, POWERS OF ATTORNEY
CCLS was contacted by Client, an 82-year-old Merced man residing in a convalescent hospital. He was referred to CCLS by the Merced LTC Ombudsman, and claimed that while he had previously appointed his friend to act as his agent under a power of attorney, she was not following his instructions, or allowing him access to his statements and legal documents (including his ID). Specifically, the agent would not make preparations for Client's eventual release from the convalescent hospital.

Attorney met with Client on-site, where he said that he wished to revoke his old power of attorney and name another person he trusted to manage his financial and medical affairs. Attorney prepared a new Durable Financial Power of Attorney (DFPA) and Advanced Health Care Directive (AHCD) in accordance with Client's wishes, and arranged for the LTC Ombudsman to be present and witness the signing of the AHCD per California law. Attorney notarized the DFPA upon Client obtaining new ID, advised new agent of her duties and responsibilities as agent, and made sure the new AHCD was on file with the convalescent hospital.

CCLS Case No. 15E-1007600: ELDER (FINANCIAL) ABUSE
CCLS was contacted by Clients, a 78-year-old man with diminishing mental capacity, and his spouse, a 69 year old woman. Both are Spanish monolingual, and residents of Merced. Clients said that they recently discovered that their son had taken advantage of them financially. They claimed that he sometimes drafted checks made out to himself from his father and present them for his signature, telling him that he would use the money to pay bills. Clients recently came to understand that their accounts with several of their creditors were delinquent, and that their family account was nearly empty. After a family confrontation, the son moved out of the home. Clients wished to obtain a restraining order against him.

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Optional Information on
Collaboration with Other
Advocacy Groups

Attorney met with Clients and prepared the necessary documents to request a financial abuse restraining order. While it was granted shortly thereafter, Attorney received word from Clients that the son had absconded to southern California, and that they did not know where to reach him. Attorney then contacted the Merced DA's Office, and learned that son was being investigated for several financial crimes in the Merced area. The police raided the home for evidence. Because of our inability to serve him with the order and notice of hearing, we had to dismiss the case.

Months later, CCLS was again contacted by Clients. They informed that their son has returned to Merced and dropped by their home. He said that knew all along about Clients' prior restraining order, that he intentionally avoided being served with it, and that he only showed up because he knew it was dismissed and nothing new had been filed. He said that he knew that her case was being handled by an attorney, and that he would "make everyone involved pay." Clients stated they wished to resume their efforts to obtain the order. Attorney then drafted a new petition for a restraining order, along with a motion to allow filing it under seal (to prevent the son from being able to look it up online). When the documents were ready for Clients to review and sign, they cancelled their appointment. We were unable to reach them after several attempts by phone and mail.

January 2016

SLS Program Attorney attended monthly Merced AAA Advisory Council meeting on January 25, 2016, gave brief presentation on CCLS and services offered, and passed out forms to gauge interest in a Simple Wills Clinic. A legal clinic involving members of the local private bar has been identified by CCLS's Volunteer Legal Services Program (VLSP) coordinator as a way to expand services to Merced Seniors.

The forms will be collected, and the names and numbers will be provided to the VLSP coordinator will attempt to set up a date where they can all meet with local private attorneys for free. The goal would be to make this a regular occurrence, with further involvement with the Merced County Bar Association.

February 2016

On February 22, 2016, SLS Program Attorney attended monthly Merced AAA Advisory Council meeting and Public Hearing re: Merced Area Plan for Aging.

March 2016

Attorney attended Merced Area Agency on Aging's Advisory Council Meeting on March 28, 2016, and gave brief comments on:

- (1) CCLS Services available to seniors free of charge
- (2) Upcoming Free Legal Clinic for seniors on Saturday, April 9th at 1640 N Street, from 12-4. Flyers were passed out in English and Spanish

After the meeting, Attorney met with Merced Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) coordinator, and discussed referral opportunities.

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Provider: Legal Services for Seniors

Counties: Monterey

Optional Success
Story(ies)/Case Summary(ies)

In two separate cases, our attorneys assisted clients who were victims of retaliatory eviction by bad-acting landlords. In one instance, a client from North County came to us after his landlord refused to provide heat in the home he was renting. The client was rebuffed when his landlord told our 72-year old client to "just buy some electric blankets." When the client insisted he should at least have one form of heat other than his kitchen stove (our client had been using the stove to heat the house), the landlord filed an unlawful detainer against him. Our research found the unit the client had been renting had been constructed illegally, without permits and was meant to be a horse barn never intended for human habitation. After our attorney filed an answer against the complaint for our client, a trial was set. Our attorney argued and prevailed at trial, where we were able to obtain substantial move-out expenses, time to move our client's belongings and a promise by the landlord to not harass our client while he moved.

Similarly, when a South County couple complained to their out-of-county landlord about open holes in their roof and black mold growing in their home, the landlord told them (and later confirmed this statement to our outreach attorney) they should "wear raincoats" inside their own home. When our clients stated they would withhold rent for a month to pay for roof repairs and to remediate the hazardous mold (which by then Monterey County Environmental Health Department officials had recognized as dangerous) the landlord instead filed an unlawful detainer against our clients, the wife of whom was/is undergoing chemotherapy and radiation treatment for ovarian cancer. Our outreach attorney filed an answer for our clients, and in trial won relocation expenses for our clients while the roof repairs and mold remediation took place, along with a promise by the landlord made to the court as part of a stipulation that the repairs would be completed within a few weeks and the landlord would not file a new unlawful detainer against our clients for the foreseeable future.

Without Legal Services for Seniors' representation, these seniors would have been illegally turned out from their homes as a penalty for attempting to make their bad-acting landlords follow the law to provide clean, safe and quiet premises for our clients. In each case, not only have our clients benefitted, but we know these landlords, in the future, will think twice about taking advantage of low-income seniors, because those low-income seniors now have us to assist them.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Services for Seniors continues to collaborate with the Alliance on Aging, the Area Agency on Aging, Watsonville Law Center and other agencies and organizations.

We are working on a grant from a local funding organization to develop a "senior tech" project. Our idea is to educate seniors first about the legal pitfalls of internet scams, how to use the internet for Social Security and Credit review and general internet literacy. This project seeks to include another non-profit organization which can assist our seniors with general internet literacy as well.

PSA: 33

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Provider: Greater Bakersfield Legal Assistance, Inc. Counties: Kern

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups